

Net Payment/Collection from Fines, Abatement Costs & Liens

Office of Management & Budget



KPI Owner: Daniel Frocht

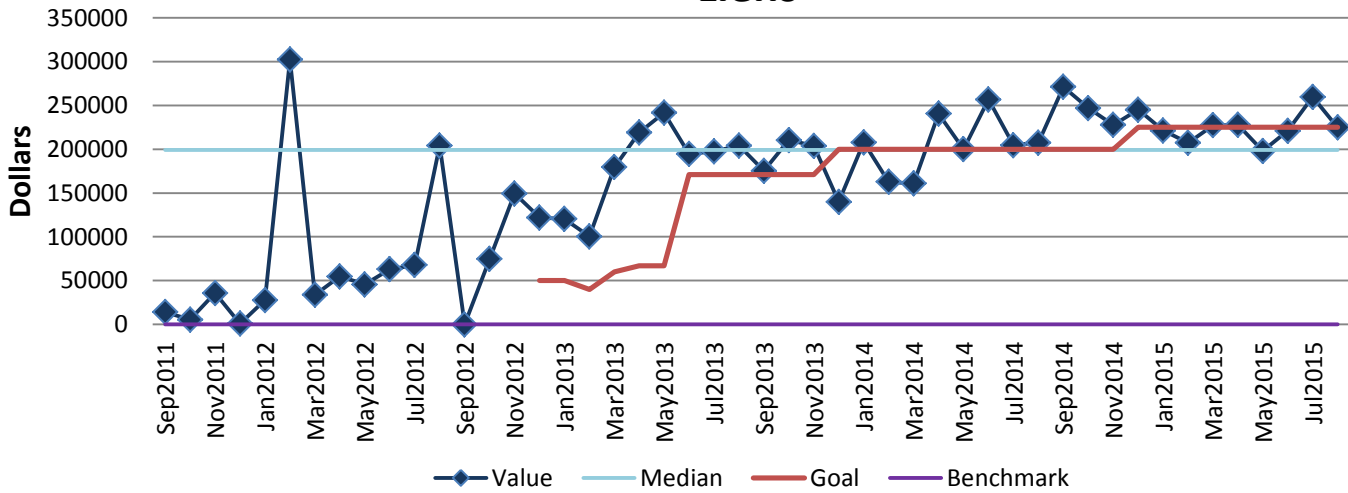
Process: Accounts Receivable

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY14 - \$2,400,000		Data Source: Hansen Goal Source: OMB Benchmark Source: Internally Developed	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions		
Goal: Increase collection effort to \$2,900,000 FY16			Measurement Method: Net dollar of code enforcement fines and abatement costs recovered		
			Why Measure: To establish benchmark and goals to increase collections		
Benchmark: TBD			Next Improvement Step: Train new replacement AR SpecialistS		
How Are We Doing?					
Sep2014-Aug2015 12 Month Avg Goal	Sep2014-Aug2015 12 Month Average		Aug2015 Goal	Aug2015 Actual	
2,625,000	2,779,059		225,000	224,850	
Dollars	Dollars		Dollars	Dollars	

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Good



Workload Collection Effort Detail

